

Statement from Churches of Christ in Queensland, operator of the Fair Haven facility

“We value openness and transparency and are always open to ongoing conversations with our families and residents in our services.

We do take any complaints about care extremely seriously, whether raised informally or formally directly with us or through a government body. The actions we take in response vary depending on the complaint made, and range from working with a resident to improve the care they receive, changes in care practice and policy at a service or throughout the organisation, and further and/or more specialised training for individuals or all staff.

Our aim is to strive for continuous improvement, and to always work with families and communicate openly to address any care-related feedback quickly and for the benefit of the resident. In that context, we would welcome a full copy of any interviews or footage you have to help us ensure all concerns raised by a resident or family member have been fully investigated internally, and where necessary, all reasonable practical steps in response are in place.

Maryborough is a close-knit community, and our role in the region as a trusted provider of high-quality aged care and a valued employer is extremely important to us. This extends to our relationships with families of our residents, with whom we always strive to deal respectfully and with integrity. I would therefore like to request that any footage taken outside our services does not show faces of any residents, staff or visitors, unless consent has been given by them for the use of their images.”